

BLUE RIBBON TASK FORCE ON THE MERIT SYSTEM  
MEETING  
AUGUST 29, 2005 – 9:00 A.M.

MINUTES

**Members Present:**

Secretary Erwin Roberts – Chairman	Senator R.J. Palmer, II
Secretary LaJuana Wilcher	Senator Dan Kelly
Representative Michael Cherry	Laura Babbage
Juan G. Rodriguez	Todd Hollenbach, IV
Karen Neeley	Sarah Hall
Tim Coleman	Vickie Yates Brown
Fontaine Banks, Jr.	Joy Moore
Jack Smith, Jr.	Barbara Jane Moores
John Y. Brown	

**Members Absent:**

Representative Jeff Hoover  
William Lear  
Attorney General Greg Stumbo

**Also Present:**

Christel Slaughter  
Members of the Media

The third meeting of the Blue Ribbon Task Force on the Merit System was called to order by Chairman Erwin Roberts at 9:10 a.m. on August 29, 2005 in Room 129, Capitol Annex, and Frankfort, Kentucky.

Chairman Roberts then asked for the roll call. During Roll Call, the following members were noted as absent: Attorney General Greg Stumbo, Bill Lear, and Representative Jeff Hoover.

Chairman Roberts then thanked all the members for their presence and asked for a motion to approve the minutes of the August 8, 2005 meeting of the Blue Ribbon Task Force on the Merit System. A motion to approve the minutes was made and seconded. All members voted in favor of the motion to approve the minutes of the August 8, 2005 meeting of the Blue Ribbon Task Force.

Chairman Roberts then introduced Christel Slaughter.

Ms. Slaughter then gave the presentation entitled “Kentucky – Creating Value for Human Resources”. Ms. Slaughter made the following points during her presentation:

- Most merit systems can either use an update or a complete overhaul.
- Human Resource Systems can help increase efficiencies in state government.
- The state should look at what is currently expended and measure what services are completed for that cost.
- A well ran Human Resource system can usually work more cost effective than outsourcing.
- Merit system rules across the country are archaic.
- Human Resource and merit employees are asked to serve both internal customers (other agencies) and external customers (citizens).
- Human Resource personnel need to be out in the state to try to identify the various agencies’ needs.
- Need to identify staffing needs due to attrition.
- Should ask customer service questions during interviews.
- Should conduct customer service surveys.
- Should bring customers in to speak to employees.
- Should tie customer service survey to employee rewards.
- Bring in cabinet members to discuss best practices on how to engage others in the process.
- Use human resources in a proactive way.
- Testing must be validated or it won’t stand up to a legal challenge.
- Performance Evaluation.
- Forced rankings – measure person vs. person. Each person is ranked against the talent pool.
- 360% feedback – self-rank, supervisor ranking, peer group ranking, subordinates ranking.

Chairman Roberts called for a brief ten minute break.

Chairman Roberts then discussed Attorney General Greg Stumbo’s resignation from the Blue Ribbon Task Force for the Merit System.

Ms. Slaughter’s presentation continued with the following point:

- Grievance process starts at the department level and then to Administrative Law Judges who either passes the grievance up to the Personnel Board or back down to the department.

Chairman Roberts then opened the floor for questions. The following topics were then discussed:

- States can overcome resistance by finding the most resistant person and inviting that person to become part of the panel.

- The time line for completing change is two-fold. The recommendation stage should be completed quickly and the Implementation stage should be done in phases.
- Most government agencies have an entitlement culture, on the other side is a culture of fear. You want to find a place in the middle. Ms. Slaughter identified the book “Danger in the Comfort Zone” as a good source that discusses this subject.
- Peer Reviews.
- Iowa and Texas are two of the states that have been through successful merit system reform. However, there is truly not one state that is a shining star in merit system reform.
- Use of Best Practices to be more interactive.

Chairman Roberts thanked Ms. Slaughter for her presentation. Chairman Roberts then invited the task force members’ attention to the handout “Life after Civil Service Reform” and then discussed several topics covered in the document.

The discussion then turned to dates for the upcoming meetings. Those dates are September 7, September 14, and September 21, 2005.

There being no further discussion, Chairman Roberts moved to adjourn in order to allow each sub-committees to reconvene separately.